

## **COUNCIL PRIORITY 6-8**

**ORGANIZE A MORE EFFECTIVE RESPONSE  
TO CITIZEN COMPLAINTS (GRAFFITI,  
ILLEGAL SIGNS, CODE VIOLATIONS AND  
POTHOLE) INCREASE PUBLIC  
PARTICIPATION AND ESTABLISH AN  
ENHANCED COMMUNITY RIGHT TO KNOW POLICY**

**COUNCIL DISTRICT 6**  
**PRIORITY 6-8**

**Updated:** March 18, 2004

**PROJECT:**

Project Name: Organize a More Effective Response to Citizen's Complaints, Increase Public Participation and Establish An Enhanced Community Right to Know Policy

Project Description: Organize a more efficient response to citizen complaints (Graffiti, illegal signs, code violations, and potholes.) Proactive response by departments to resolving complaints prior to the issues being raised to a higher level. Increase public participation and establish an enhanced community right to know policy.

CIP #: N/A

Cross Reference:

Mayor's Goal: # 3, Create Neighborhoods We Can be Proud Of.

**CURRENT LEAD AND SUPPORTING DEPARTMENTS:**

Department: Financial Management

Director: Lisa Irvine

Key Contact for more information: Lisa Irvine 236-6070

Supporting Departments: Transportation, Neighborhood Code Compliance, Information Technology & Communications

**ACTION PLAN:**

1. Is the project adequately defined? Yes
2. Is policy direction needed? No, support departments will develop coordinated plans on how better to address citizen requests for information. Neighborhood Code Compliance Department (NCCD) has begun this process and is pursuing the acquisition of a Complaint Management Information System. Research is currently underway to identify a system that will be expandable to other City departments in the future.
3. What will it cost? Estimated case management system costs for Neighborhood Code Compliance Department are as follows: Software: \$240,000; Hardware: \$115,000; Miscellaneous: \$10,000; Annual Maintenance: \$160,000. The cost will increase as other departments come online.
4. Is it funded (Capital and Maintenance and Operations)? No
5. What is the source? Although, there isn't a funding source at this time for the NCCD portion, the cost might be covered by reallocating current data processing budgeted funds from NCCD as well as fines and penalties collected by NCCD. Currently available funds will not cover estimated costs.
6. Has it been designed? NCCD is in the process of developing a system based on the system being used by Environmental Services. Departments will develop key performance measures to identify and implement positive progress/improvements, measure results, and revise/modify process if necessary.
7. Has the community been involved? No
8. Is it permitted? No
9. Is it under construction? No

**TIME LINE:**

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**Milestones:**

The Optimization Program of the Financial Management Department has conducted phone interviews with the key departments to discuss current methods for responding to citizen requests and discuss ideas to improve the process.	March 15, 2002
Optimization Program has gathered 6 months of data from Citizens' Assistance Office to analyze and determine the sources, types and precise number of complaints being processed.	August 30, 2002
Optimization Program has gathered an additional 5 months of data from Citizens' Assistance Office to analyze and determine the sources, types, and precise number of complaints being processed.	November 21, 2002
Interpret data collected	January 2003
Results reviewed by Management Staff.	February 2003
Optimization Department will work with those departments that have the most complaints to develop and implement process changes with results demonstrated by reduced time to respond and reduced number of complaints received by council staff.	October 2003
Continue to track and report progress to date.	December 2003
Continue to track and report progress to date.	March 2004